

# Privacy Notice



## 1. Introduction

- 1.1. This privacy notice describes what personal data is processed by myenergi GB Ltd (“we”, “us”, “our”) and how you can exercise your data protection rights.
- 1.2. myenergi GB Ltd is a registered company in England and Wales, company number 14585891, registered address at Pioneer Business Park, Faraday Way, Stallingborough, Grimsby, United Kingdom, DN41 8FF. It previously traded as myenergi Installations Ltd.
- 1.3. We are the controller for all personal data that we process in relation to the sale and installation of myenergi devices within Great Britain and for the provision of customer support for myenergi products sold and installed within Great Britain. We are registered with the Information Commissioner’s Office: [No. ZB652823](#).
- 1.4. We are part of the myenergi Group which includes myenergi Group, myenergi Ltd, and other International Subsidiaries located in Australia, the Netherlands, Germany, and Ireland. myenergi Ltd manufacture and provide the warranty coverage terms for myenergi products sold around the world and provide the myenergi app and myaccount to enable you to manage and monitor your myenergi device remotely. We also rely on myenergi Ltd to provide key business functions such as HR, Finance, Quality, Legal, Marketing, etc., and for information about how they process personal data, see the [myenergi LTD Privacy Notice](#).

## 2. How to Contact Us

- 2.1. If you have any questions about this privacy notice or the way we process your personal data, you can contact our Data Protection Officer at: [dpo@myenergi.com](mailto:dpo@myenergi.com), or write to: myenergi GB Limited, Pioneer Business Park, Faraday Way, Stallingborough, Grimsby, DN41 8FF.

## 3. Your Personal Information

### 3.1. What is personal information and what is processing of personal information?

- 3.1.1. Personal information (or data) is any information relating to you and that alone or together with other pieces of information gives the person that collects and processes such information the opportunity to identify you as a person (e.g., your name, address, contact details, location, behaviours, unique identifiers, ethnicity, etc.).
- 3.1.2. Processing of personal information means any action, for example, collection, recording, organisation, structuring, storage, use or disclosure by any means.

### 3.2. What personal information we process and why?

We may process the following types of personal information when you contact us, work for or with us, purchase or use myenergi services or products:

- 3.2.1. Employees, non-executive directors, and agency
  - i. Personal and professional details: if you apply for a job or vacancy, you will provide us with your name, address, contact details, qualifications, employment history, and financial circumstances. For further details, see our [Recruitment Privacy Notice](#).
  - ii. Employment details: for persons employed by myenergi, your contact details, work patterns, images, attendance, performance, training, pay, vehicle usage, proof of identification, unique identifiers, right to work, health, etc.
- 3.2.2. Suppliers, or wholesalers
  - i. Business details: name, address(es), contact details to facilitate orders, enquiries, deliveries, payments, and general product advice and guidance.
- 3.2.3. Installers, or Product Champions
  - i. Professional details: name, business, address, contact details, professional qualifications, training sessions with myenergi products, and where applicable, completed installations, payments, etc.
- 3.2.4. Customers
  - i. Customer information: your name, email address, telephone number, and other information about your expression of interest, enquiry, or orders for our products and services.
  - ii. Property information: to prepare quotations and designs, we collect survey information regarding your property, this will typically comprise of photos, measurements, satellite images, sketches, drawings, and videos, provided by you to us on request, or taken or prepared by us or one of our affiliates.

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- iii Energy supply information: to enable us to design installations, systems, and solutions on request by you, we may collect information regarding the nature of your energy supply including supply characteristics, meter point administration number (MPAN), energy supplier, energy consumption data and energy bills.
- iv Sales information: the products and services we provide to you including orders, payments, delivery address(es), dates, and warranties.
- v Installations and service history: records relating to the installation of our products at your home or property and information relating to the servicing of that product.
- vi Call recordings and contact: we record inbound and outbound calls to and from our customer support team and retain records of other contact, e.g. emails or through social media such as Twitter or our Facebook page.
- vii Responses to surveys: your feedback to better understand how you use myenergi products and services and their performance.
- viii Register of sales and Electric Vehicle (EV) charging logs: to comply with The Electric Vehicles (Smart Charge Points) Regulations 2021, we maintain a register of the EV smart charge points sold for the use in Great Britain and, when myenergi EV devices are connected to the internet, EV data is created to enable consumers to monitor how much electricity they are using when charging their vehicle.
- ix Competitions and promotions entries: name and contact details when you take part in any of our promotions and, if you are a winner, your surname, county location and prize winnings may be published or disclosed to help ensure transparency in accordance with the Advertising Standards Authority recommendations.
- x Community messaging: your username and any messages or opinions you publish on our online customer forums, social media, or other channels. Taking part may require you to create a user account with a third party and adhere to their terms and conditions, for example LinkedIn, Facebook, and our Customer Forum is hosted by tapataalk.
- xi Data analytics and statistical research: help us better understand how our products are used and make suggestions and recommendations to you about the use of our products.
- xii Myenergi One: where you take the finance option, your personal data will be held by the Finance Provider as part of your loan arrangement with them, and by us to facilitate the order and installation. Information will be shared between both parties about the order, installation, and aftercare (e.g., repairs and replacements).

3.2.5 You may not always be required to provide all the personal information described above, but there may be occasions that if you don't it may affect your use of our products and services, or the functionality of our products may be reduced.

3.2.6 We only collect special category data if it is necessary and is generally limited to support any particular needs or to meet our legal obligations for the purposes of employment, equality monitoring, health and safety.

3.2.7 We may anonymise and aggregate any of the personal information we hold for purposes that include testing our IT systems, research, data analysis, or improving our products and services.

3.2.8 We will use the personal information available to us in the event we have to investigate the misuse of a myenergi account, any suspected fraud, or for debt collection.

### 3.3. Lawful basis for processing personal information

When we process personal data, we need to have a lawful basis for doing so, i.e.:

- i Contract performance: e.g., process your queries, orders, or enquiries.
- ii Legal obligations: e.g., maintain a register of EV charger sales.
- iii Legitimate interest: e.g., recruitment, development and maintenance of our products and services, research, data analysis, share information with third parties (e.g., business partners, Distribution Network Operators).
- iv Consent: for example, to receive direct marketing. You can withdraw consent at any time.

### 3.4. How do we collect your personal information?

We may collect personal information from various sources:

- i Directly from you: when you contact us, purchase products or services, enter competitions or promotions, etc.
- ii Our website, app and myenergi products: that provide us with information about how you use them and the devices in your home that you connect to them.
- iii Companies we work with: provide us with information to help us design, specify, and deliver our products and services to you, and to understand you and your requirements better.

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- iv Surveyors, installers, and service engineers: provide us with information about your property, energy supply, the existing electrical installation, your installation requirements, and maintenance of myenergi products and other products we may install.

## 3.5. Automated decision making

We do not make any automated decisions about you.

## 3.6. How do we protect your personal information?

We take technical and organisational measures to ensure the personal information is processed in a manner that ensures appropriate security of information including protections against unauthorised or unlawful processing, accidental loss, destruction, or damage. For example, we implement policies and procedures, access and physical controls to our sites, unique user accounts, access restrictions and user rights, anti-virus software, and encryption.

## 3.7. Who do we share your personal information with?

3.7.1 We share personal information within the myenergi group for the purposes described in Section 3.2.

3.7.2 We also share personal data with third parties where appropriate and lawful to do so, for example:

- i Surveyors, installers and service engineers: so that they can book appointments with you and provide installation and product maintenance services including where these services are provided by our Authorised Subcontractors.
- ii Infrastructure operators: such as distribution electricity network operators (DNO) when applying for permission to install products or notifying of the installation of products in accordance with system operator requirements and industry best practice.
- iii Accreditation and notification bodies: such as our competent persons scheme operator(s), or your local authority when notifying of works which are subject to Building Control requirements.
- iv Delivery companies: to deliver products that you have ordered from us.
- v Other service providers, suppliers, and advisors: such as companies that support our IT, help us analyse the data we hold, process payments, send communications to our customers, provide us with legal or financial advice and generally help us deliver our services to you.
- vi Market research: occasionally we may ask our market research partners to contact our customers to help us find out how to improve our products and services.
- vii Third Party Partners: where you have specifically allowed us to share your personal data with, e.g., take part in a research project; connect your myenergi products with another company's products or services (for example Open Charge Point Protocol functionality); better understand your energy usage and costs.
- viii The Government or regulators: where we are required to do so by law or to assist with their investigations.
- ix Police and law enforcement: to assist with the investigation and prevention of crime or the apprehension or prosecution of offenders.
- x Business Transfers: as we develop our business, we might sell or buy businesses or assets. In the event of a corporate sale, merger, reorganization, dissolution or similar event, Personal Data may be part of the transferred assets.
- xi Third parties analysing the use of our products, although the information we provide is aggregated and anonymised to prevent anyone being identified or more identifiable.
- xii Third parties that promote or introduce our products under a referral arrangement.

## 3.8. Transferring your personal information internationally

We process personal data in the UK and the European Union. If personal data is processed outside of these areas, we will implement controls and safeguards to comply with the applicable data protection laws, e.g., UK GDPR, (EU) GDPR.

## 3.9. How long do we hold personal information?

We will keep your personal information after you have made enquiries with us and for as long as you have an account with us. If you chose not to proceed with a quotation/design we have provided, or close your account with us, we will keep your personal information for a reasonable period to maintain our records, as our scheme operators require us to (e.g. Microgeneration Certification Scheme), and as required to maintain our legal obligations to you.

## 4. Marketing

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## 4.1. Direct Marketing

In accordance with the marketing preferences, you set with us, we may contact you by email, or other agreed channels, with information about products and services we believe you may be interested in. You can change these preferences or withdraw your consent at any time by unsubscribing from any such messages or contacting us at: [marketing@myenergi.com](mailto:marketing@myenergi.com).

## 4.2. Advertising on other websites and apps

We work with our advertising agencies to show you advertising about our products and services on websites or apps that you visit, at a time and in manner that we feel is relevant to you. To do this, our advertising agencies use anonymised information about the websites, apps, social media content and ads you interact with or view when connected to the Internet, to make sure the advertising you see is more relevant to you. The techniques our advertising agencies use (to determine what advertising to show you), recognise the device you are using but are not aimed at you as a named individual. Typically, cookies and similar technologies are used to target this type of advertising, read more in 'Cookies' Section.

## 5. Myenergi App and myaccount

myenergi Ltd offer a mobile app and online myaccount to allow device users to manage and monitor their devices remotely. For further details, see the [myenergi LTD Privacy Notice](#).

## 6. Cookies

A cookie is a small text file downloaded onto 'terminal equipment' (e.g., a computer or smartphone) when the user accesses a website. It allows the website to recognise that user's device and store some information about the user's preferences or past actions. You can configure your browser to be informed about the use of cookies and decide individually about their acceptance on a case-by-case basis or you can configure your browser to generally exclude cookies for certain cases. If you choose not to accept cookies, the functionality of our site may be reduced. Our cookie notice is here: [Cookie Notice myenergi GB](#).

## 7. Your Data Protection Rights

7.1. You have the following rights in relation to your personal information:

- i The right to be informed about how your personal information is being used.
- ii The right to access the personal information we hold about you.
- iii The right to object to the processing of your personal information, which includes the right to withdraw consent or opt-out from receiving direct marketing messages.
- iv The right to rectification to correct personal information we hold about you.
- v The right to erasure to ask us to delete the personal information we hold about you.
- vi The right to restrict the processing of your personal data where the processing does not comply with applicable data protection laws.
- vii The right to data portability to ask us to receive the personal data that you have provided to us or to have it transmitted to a third party without hindrance.

7.2. To exercise any of the above rights, or if you have any questions relating to your rights, please contact us by using the details provided in Section 2 above.

7.3. Data protection rights are not always absolute and where we cannot fulfil the request, we will explain why. For general information about data rights, see the Information Commissioner's website at: [ico.org.uk/your-data-matters](https://ico.org.uk/your-data-matters).

## 8. Information Commissioner's Office

You have the right to contact the Information Commissioner's Office for advice or to raise any concerns about the way your personal data is processed. You can visit the ICO's website ([www.ico.org.uk](http://www.ico.org.uk)) or contact them via 0303 123 1113 or in writing to Wycliffe House, Water Lane, Wilmslow SK9 5AF.

We are here to help and encourage you to contact us to resolve your complaint first.